The following terms & conditions, which are subject to change without notice, apply to the services offered by and rates issued by the Nouabale-Ndoki Foundation’s ecotourism department. The payment of the deposit OR any other partial payment for a reservation on a trip constitutes consent by all guests covered by that payment to all provisions of the conditions and general information contained in this document. Non adherence to our terms & conditions may lead to withdrawal of contract rate and release of bookings.

www.wcscongoblog.org
1. BOOKINGS

1. International guests: it is advisable to book a minimum of 3 months ahead of travel date. Bookings made within a month of the travel date will not be accepted for guests requiring a letter of invitation for visa purposes.

2. Local guests: Local Guests (residents in Congo) can book up to one month before intended travel date. Late booking (up to 7-days prior travel date) can be accepted provided payment is made in full a minimum of 5 days ahead of journey start.

Special Notes:

3. Guests must prove their resident status to be considered as Regional Residents.

4. Acceptance of a late booking is subject to the Nouabale-Ndoki Foundation’s discretion.

Please send reservation requests to visitndoki@wcs.org. When making a booking, we will send you a suggested itinerary for the time you have available, and associated costs, once this document is approved by the client, we will send an official itinerary and invoice. The Nouabale-Ndoki Foundation is not responsible for any itinerary provided by agents, tour operators or other third party vendors etc. that is not based on this terms and conditions document.

2. ACTIVITIES

Gorilla Treks: Available at Mondika only. Clients must pay for their gorilla viewing permits and present their health certificate ahead of travel.

Forest Walks: All camps

Day trips: Wali bai picnic

Boat cruises: From Bomassa only - morning trips include an island picnic breakfast and afternoon trips include an island sundowner (available only during the dry season).

Community Cultural activities – From Bomassa only

3. AGE LIMITS

We have no upper age limits in our camps but we respectfully request that only physically active people join walking trips into the forest. Gorilla trekking trips and forest walks have a lower age limit of 15. If a member of the group is older than 70 we will require a medical certificate from their doctor stating that they are in good health.

4. REMOTENESS AND HEALTH

The Nouabale-Ndoki National Park is a very remote park and as such visits to the forest by people in poor health will not be permitted. There are very limited national options for good medical care and evacuation by air. Mondika is only accessible by foot and does not have a landing space for a helicopter.

Due to the remoteness of the area, for visitors with any of the following medical conditions we require a note from a doctor clearing the patient for travel to a remote location:

- a heart problem, causing regular health issue
- Brittle asthma
- Anaphylaxis or a severe allergy (bees, peanuts etc.)
- epileptic attacks
- frequent hypoglycaemia
5. SEASONS

Nouabale-Ndoki National Park experiences a dry season from January to March, followed by a period of low rainfall until the end of May. Average rainfall is experienced from June to August followed by heavy rains through to the end of the year.

6. VACCINATION REQUIREMENTS

To ensure that you are not exposing the habituated gorilla groups to illness or disease, if we do not receive records of the following vaccinations you will not be allowed to track the gorillas in Mondika:

1. Polio (No live attenuated vaccine within 8 months before the visit as the live virus can be shed into the environment)
2. Measles* (*It is contraindicated that immunocompromised individuals be vaccinated against measles)
3. Yellow fever

Please ensure that you travel with your vaccination card. Congolese authorities require visitors to produce a Yellow Fever certificate along with their passport at exit and entry points.

Additionally, prior to a visit to the gorillas every visitor must show proof that they have been immunized against tuberculosis (TB) or have no sign of the disease through one of these options:

1. Negative TB test (Mantoux skin test or saliva test) obtained in the last six months prior to arrival.
2. Vaccination (BCG vaccine).
3. Negative chest x-ray results with a written note from a qualified medical professional, stating that you are free of tuberculosis.

Congo lies within a Chloroquine-resistant malarial zone. Please consider taking appropriate malaria prophylactics and use insect repellants/wear protective clothing.

For the health and well being of visitors, the following are also strongly recommended:

- Tetanus vaccination
- Hepatitis A vaccination
- Hepatitis B vaccination
- Typhoid

Please be aware that the staff at Bomassa Base and Mondika Camp retains the right to deny access to the gorillas by anyone who show signs of disease or illness (e.g. cough, flu, fever, etc.) even if they have already presented their vaccination records and medical certificates.

7. CONGO VISA

International guests requiring a visa (please check Congo visa requirements before your visit), must send their passport scans 7 weeks prior to travel date to visitndoki@wcs.org. Letters of invitation are
provided by a Government agency and can take up to 6 weeks for delivery. Please note that visas for the Republic of Congo are not available on arrival and will need to be obtained at your nearest Congolese embassy before your departure.

8. FLIGHT AND TRANSFER INFORMATION

Please note that international travel is the responsibility of the guest and WCS Congo will not be available to assist with flight bookings to Congo. We do not have a tourism representative based in Brazzaville and as such cannot provide an airport collection service. Please arrange this with your hotel in Brazzaville/travel agency or use the taxi service available at the airport.

Brazzaville to Ouesso:
Flights: Currently only Air Congo operates flights between Brazzaville and Ouesso. **Tickets cannot be purchased online.** We can assist with ticket purchase if sufficient notice is given (tickets must be collected at the WCS Congo office in Brazzaville). The flight time is around 2 hours. **Cost:** ~60,000 XAF one way. **Schedule:** Tuesday and Friday.

Busses: Several bus services operate between Brazzaville and Ouesso - we recommend using Ocean du Nord or Trans Afrique Express. Travel using the bus service takes approximately 14 hours.

Cost: ~20,000 XAF, **Schedule:** Daily

Special Note: Congo can often experience fuel shortages, which may affect flight and bus schedules. **WCS Congo cannot be held responsible for the risk associated with commercial flights and bus services.**

Ouesso to Bomassa: The Park operates vehicles and boats between Ouesso and Bomassa. This movement will be charged on your invoice. The Park will determine which means of transport, boat or vehicle, will be used for your transfer depending on the amount of people, bags and season. The trip from Ouesso to Bomassa takes between 3.5 and 5 hours.

9. LODGING

Bomassa tourism house: The tourism house at Bomassa headquarters can accommodate 6 people in 2 double rooms and one twin room. One room has an en suite bathroom and two share an outside ablution block. The house is within the conservation base of the park, as such park operations will occur around you. Meals are eaten together with the park management team in a communal restaurant.

Mondika camp: Mondika camp can accommodate a maximum of 4 people in 2 tents on wooden platforms. The accommodation at this remote site is basic but comfortable. There is no road access to Mondika camp. Guests will be
required to walk 8 kilometres through the rainforest to and from the camp. The walk is on a cleared path over flat terrain, but does require a moderate fitness level.

All the meals are included in the lodging prices. If you have any allergies or dietary requirements please inform us.

10. DRINKS POLICY

We provide safe filtered water for you to drink during your visit in the park. Tea and coffee are additionally available throughout your stay. You can also enjoy the following beverages for an additional cost: Local beer: 2,000 XAF, Bottled Water: 1,500 XAF, Soda: 1,500 XAF.

11. PAYMENT TERMS

Once your booking has been confirmed we require a minimum of 50% of the total invoice to be paid at least one month prior to your arrival. Please arrange with your bank to pay your invoice in full via a cash transfer to WCS Congo, using your invoice number as reference. In addition, please also send us a scanned copy of your wire transfer documents for our records. Gratuities* can be settled during check-out. Payment of any extras (activities, drinks, gorilla permits etc.) can only be made in cash (Euro, or the local currency, XAF francs). Please note that travellers’ cheques, credit cards and USD cannot be accepted.

*Tips for thanking your guides, kitchen staff, trackers and porters:

- Giving a modest tip to your tourism team is not compulsory, but it is much appreciated.
- Please be aware that NNNP staff are prohibited from asking tourists for money or any other items during their visit.
- We encourage not paying tips directly to any individual staff, but to rather pay tips to the head of tourism or to the Head of Research site (in Mondika) who will be responsible for fair distribution to everyone involved in making your Ndoki experience memorable.

12. INSURANCE

Considering the remoteness of the Nouabalé-Ndoki National Park, and the limited national options for medical care and evacuation, all visitors are charged a mandatory Travel Accident and Medical Insurance fee of 105 USD, covering them for the duration of their visit in the park. We have over 20 years of experience working in Congo and have ensured that the policy chosen is well suited to this remote location. Please note that this policy is only for your time in and around the Nouabalé-Ndoki National Park. If you will be travelling elsewhere in Congo, please ensure you have appropriate insurance coverage for the rest of your trip. Should you choose to purchase a personal insurance policy, in addition to this policy, please scan and email us a copy of your personal insurance information prior to your visit.

13. WILD ANIMALS

Please be aware that a trip to Nouabalé-Ndoki National Park may take you into close contact with wild animals. Attacks by wild animals are rare, but no trip into the African wilderness can guarantee that this will not occur. Neither WCS Congo, nor their employees, can be held responsible for any injury or incident on the trip. Please note that some
of our camps are not fenced, and wildlife is sometimes encountered in camp. Please be vigilant when walking around the camps, and always walk with a good torch at night.

14. SAFETY

To ensure your own safety, as well as that of your group and our staff, always follow the instructions of the staff, guides, trackers and researchers, especially during unexpected encounters with wildlife. In the event that an animal displays or charges, remain calm and avoid movements that may further excite the animal. Once instructions have been given, react quickly (no time for taking photos). Always maintain visual contact with the park staff, guides and researchers. Please do not venture into the forest alone, although paths may seem clear, even experienced local trackers have become disoriented in the forest. Try to move carefully and quietly, and be vigilant, when walking in the forest. This will help the trackers listen out for wildlife on the path.

When confirming a booking, guests agree to follow all of our team members’ security and safety guidelines. WCS Congo declines all responsibility for incidents resulting from a disregard of safety measures. All vouchers issued and bookings made by you shall be subject to the terms and conditions contained in this document (or amendments that we may communicate to you in writing) unless otherwise agreed in writing in advance by BOTH parties.

15. CANCELLATION

Cancellation 2-4 weeks before scheduled arrival in Bomassa – fee: 25% of total price.

Cancellation 1-2 weeks before scheduled arrival in Bomassa – fee: 50% of total price.
Cancellation 0-1 week before scheduled arrival in Bomassa – fee: 100% of total price.

WCS Congo reserves the right to cancel a reservation at any moment in case of an unexpected problem (e.g. natural catastrophe, political instability, armed conflict etc.) – in this case we will reimburse the total amount.

IF YOU CONFIRM THE BOOKING, YOU AUTOMATICALLY ACCEPT THESE TERMS AND CONDITIONS.

mail: visitndoki@wcs.org
blog: www.wcscongoblog.org